GO.gov SSP Customer Briefing

IBC | FOC-B Wave 2

Customer Readiness, Transition Execution, and Near-Term Deliverables

October 28, 2026

What Has Changed Since the September Customer Briefing

April 26, 2027 remains the baseline with conditional confidence.

REVISED SCHEDULE / CONFIGURATION

- The revised schedule was posted October 13. Configuration workbooks were received October 16 and revisions submitted October 23. Organizational hierarchy also submitted October 23. Configuration workbook addendum and GO.gov acceptance remain open.

NEAR-TERM CONTROL POINTS

- Group/access files, configuration corrections, security and IdP evidence, tester rosters, orientation, and trainer assignments now drive the November control window.

FM AND TESTING RISK

- GR-124 OIC acknowledgement; GR-130 exchange-rate governance and the IBM FM mapping workbook remain open.

CUSTOMER COMMUNICATION CONTROL

IBC remains the coordination point for customer assignments. Use the October 13 project-plan revision as the schedule reference, and retain the task, owner, due date, evidence location, exception, and disposition status.

Near-Term Deliverables - October and November 2026

Immediate customer controls are based on the authoritative schedule.

BY 4 NOV

Designate the security team and confirm the agency ICAM/SSO with MFA approach.

BY 6 NOV

Complete the configuration workbook addendum and clarification cycle.

BY 10-12 NOV

Complete the IdP connection test by November 10 and provide the controlled SIT/UAT tester roster by November 12.

BY 18-23 NOV

Attend testing orientation November 18; identify trainers by November 19; close FM design and pre-SIT connectivity evidence by November 23.

October GO.gov All Agency Meeting Event Title: GO.gov October All Agency Meeting | **Join Virtually**: Zoom link | Date: 10/28/2026 Time: 12:30 - 2:30 pm ET

Security Authorization and Identity Provider Readiness

Security authorization, connection agreements, and technical controls remain parallel prerequisites for production readiness.



BUSINESS PROCESS FLOW | CURRENT: AUTHORIZATION AND IDENTITY EVIDENCE

CURRENT SCHEDULE POSITION

- Agency ATO/ATU, ISA/IEA, and IdP evidence remain open across 14 agencies. Test IdP completion is due November 10; exceptions and recovery dates must be controlled before SIT entry.
- GO.gov® IBC Customer Office Hours on Thursdays from 2:00 - 3:00 pm ET. GSA will provide the necessary resources and information to help agencies meet critical milestones for go-live. This includes Interagency Agreements (IAAs), Customer Responsibility Matrix (CRM) Authority to Operate (ATO) and Travel Management Company (TMC) authorizations.

NEXT CONTROL POINTS

- Test IdP setup and connection: November 10, 2026
- Production connectivity form / draft ISA-IEA: January 27-28, 2027
- Production IdP form: February 18, 2027 | Signed ISA/IEA and agency ATO/ATU: February 25, 2027

Authorization Path

- Review GO.gov FedRAMP package and CRM responsibilities
- Plan and issue the agency ATO or ATU
- Complete IdP, SFTP, certificate, and network controls

Security Authorization and Identity Provider Readiness

Security controls remain parallel prerequisites; per-agency completion evidence is not yet fully verified.

01 DATA EXCHANGE

IBC RESPONSIBILITY

REQUIRED ACTIONS

1. **IBC LEADS**
   Coordinate the IEA/ISA package and GSA review.
2. **CUSTOMER SUPPORTS**
   Provide system/SFTP details, review edits, and supply authorized signers.
3. **DO NOT SIGN EARLY**
   GSA finalizes language and routes the agreement through DocuSign.

DRAFT IEA/ISA — ABSOLUTE DEADLINES

FOC-B W2 28 JAN 2027

FINAL IEA/ISA: 25 FEB

CONTEXT IEA is required for system-to-system exchange. ISA applies where a VPN tunnel is required.

02 GO.GOV ACCESS

SSP CUSTOMER RESPONSIBILITY

REQUIRED ACTIONS

1. **REQUEST**
   Obtain the GO.gov FedRAMP package through the FedRAMP access process.
2. **REVIEW + IMPLEMENT**
   Review SSP/CRM and implement all customer-responsible controls.
3. **AUTHORIZE + SUBMIT**
   Issue signed ATO/ATU; send it to GO.gov Security and the FedRAMP PMO.

CRM ATO/ATU — ABSOLUTE DEADLINES

FOC-B W2 25 FEB 2027

PROD FORMS: 27 JAN CONNECTIVITY | 18 FEB IdP

CONTEXT Test IdP connection is due November 10; the production IdP form is due February 18 and production SSO enablement is due March 29.

03 TMC

SSP CUSTOMER RESPONSIBILITY

REQUIRED ACTIONS

1. **ACCESS**
   Complete the NDA and review the awarded TMC cybersecurity package.
2. **DECIDE**
   Select authorization path; notify GO.gov Security if not accepting the GSA MFR.
3. **SUBMIT**
   Send the signed TMC authorization to the GO.gov Security PMO.

TMC AUTHORIZATION — ABSOLUTE DEADLINES

FOC-B W2 1 FEB 2027

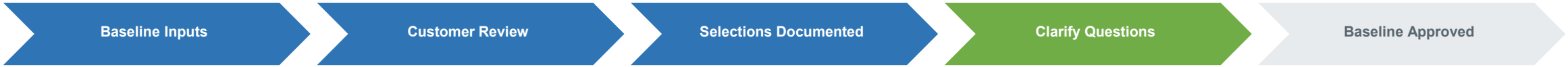
RECOMMENDED PATH: Accept GSA MFR | OPTIONAL: Agency ATU

CONTEXT The TMC decision is separate from the GO.gov CRM ATO/ATU and must be completed independently.

GO-LIVE GATE: Production data cannot be loaded until the IEA/ISA and TMC Authorization are complete; GO.gov use also requires the agency CRM ATO/ATU.

Configuration, Reporting, and Organization Design

Customer selections have moved from submission into controlled correction, clarification, and acceptance.



BUSINESS PROCESS FLOW | CURRENT: REVISION, CORRECTION, AND ACCEPTANCE

CURRENT POSITION

- Configuration workbooks were submitted October 16. Reviewer validation, corrections, the addendum, and final GO.gov acceptance remain open.
- Organizational hierarchy submitted October 23.

CUSTOMER CONFIGURATION SCOPE

- Configuration workbook addendum
- Final GO.gov validation and acceptance

Upcoming Controls

20 Oct
Configuration workbooks received

Through 6 Nov
Clarifications and addendum due

Acceptance date not verified
Final GO.gov validation and baseline acceptance

Customer-to-IBC Configuration Control Sequence

A gated flow clarifies ownership, decision evidence, and the path to an approved configuration baseline.

01

INPUT BASELINE

WEEKS OF 10 & 17 AUG

Two-hour agency working sessions establish the starting configuration baseline using existing ETS2 / Concur data and GO.gov guidance.

02

CUSTOMER REVIEW

14 AUG / 21 AUG

IBC delivers the first and second groups of prepopulated configuration workbooks for customer review.

03

RECEIPT / REVISION

20 OCT

GO.gov acknowledged receipt of agency configuration workbooks; the package is complete in revision status.

04

CLARIFICATION

THROUGH 6 NOV

IBC, customers, GSA, and IBM resolve corrections, clarifications, delegate/PDS values, and addendum content.

05

BASELINE ACCEPTANCE

ACCEPTANCE OPEN

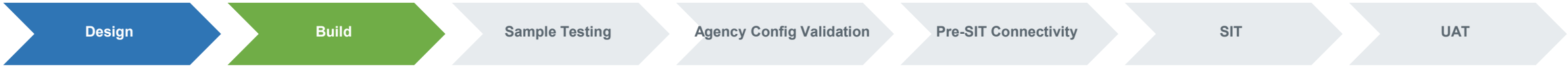
Final GO.gov validation and acceptance remain unverified; retain decisions and exceptions under version control.

COMMUNICATED CONTROL POINTS

16 OCT selections baseline | 20 OCT receipt acknowledged | 23 OCT group list | 6 NOV addendum/clarification | final GO.gov acceptance not verified

Financial Management Integration - Current Control Focus

FM dates remain baselined, but mapping, acknowledgement, and exchange-rate decisions constrain confidence.



BUSINESS PROCESS FLOW | CURRENT: DESIGN / BUILD AT RISK — GOVERNANCE OPEN

CURRENT SCHEDULE POSITION

- Continuing to develop and test to the updates received on the Reference Data values.
- Currently developing to Foreign Currency functionality.
- Validating GSA's SIT test scenarios to develop agency specific FM Integration test scripts.

PARALLEL VALIDATION

- IBM FM integration mapping workbook/template pending
- LOA field-order assumption awaiting written validation
- GR-124 OIC asynchronous acknowledgement
- GR-130 Treasury ITS exchange-rate governance — Open

NEXT GATES

- Before November 23: controlled mapping artifact and GR-124/GR-130 decision plan
- November 23: FM design and pre-SIT connectivity
- December 16: FM interface development and build complete

Testing Readiness - What Agencies Must Prepare

The program is in pre-testing readiness, with tester, access, data, connectivity, and script preparation underway.

Plan | Roster / Access | Data Preparation | Connectivity | SIT | UAT | Exit

BUSINESS PROCESS FLOW | CURRENT: ROSTERS, DATA, SCENARIOS, AND CONNECTIVITY

PEOPLE

- Provide the controlled SIT/UAT tester roster by November 12; define IBC/customer participation, Jira/ticket handling, and agency roles before SIT entry.

ACCESS, DATA, AND SCRIPTS

- Prepare employee, LOA, organization, approver, and role-assignment data November 20-December 11
- Review scripts October 21-December 4; complete agency-specific test cases October 26-December 4

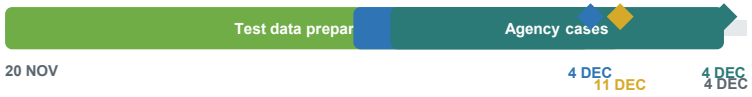
TECHNICAL AND EXIT

- Complete the test IdP connection by November 10; establish testing-data and FM SFTP/API connectivity by November 23; close SIT-prep evidence by December 11.

PEOPLE TIMELINE



ACCESS, DATA, AND SCRIPTS TIMELINE



TECHNICAL AND EXIT TIMELINE



TESTING CONTROL GATES

12 NOV Tester roster | 18 NOV Orientation | 23 NOV IdP/SFTP/API and FM design | 11 DEC Pre-SIT complete | 11 JAN-1 FEB SIT | 2 FEB-1 MAR UAT

Training and Organizational Change Readiness

Training has moved from needs collection into agency review-process definition and content planning.



BUSINESS PROCESS FLOW | CURRENT: TRAINER IDENTIFICATION AND ROLE MAPPING

CURRENT

- Name the accountable training owner and identify agency trainers by November 19. Continue using current GO.gov materials and sandbox practice to document agency-specific gaps.

NEXT

- Map role-based training to individuals November 16-December 4 and begin the agency training rollout plan November 24.

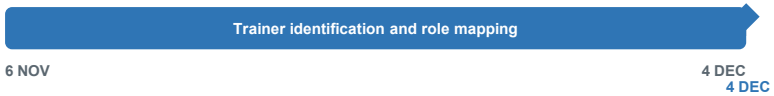
LATER GATES

- Maintain the training rollout through April 19, 2027.
- Training delivery and readiness evidence must support April 26, 2027 operational use

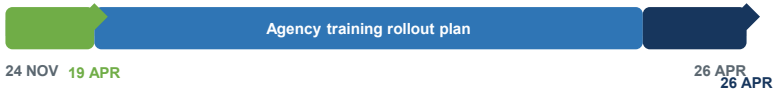
FOUNDATION / PRIOR CONTROLS



IMMEDIATE NEXT STEPS



ROLLOUT AND READINESS



TRAINING CONTROL GATES

19 NOV Trainers identified | 16 NOV-4 DEC Role mapping | 24 NOV-19 APR Training rollout plan | 26 APR Operational readiness

GO.gov Sandbox Environment

Use the practice environment to build familiarity and practice preparing requests and expense reports.

PURPOSE **Practice navigation and end-to-end travel processes without treating sandbox behavior as final production configuration or formal SIT/UAT evidence.**

WHAT TO USE IT FOR

- GO.gov platform familiarization
- Booking travel practice
- Travel request and approval-path practice
- Expense report and receipt practice
- Administrative tasks familiarization using Proxy permission

TIPS FOR EFFECTIVE PRACTICE

- Use GO.gov system guidance as the navigation baseline
- Back date trip dates when manually creating requests (not using the Online Booking Tool) to allow creation of expense report immediately after request is approved.
- Use the Processor tool available with the admin login to view others' documents and status of documents.
- Update profiles to add delegates to understand delegate and proxy functionality.

CONTROL BOUNDARIES

- Generic configurations, not agency specific configurations or workflows.
- Use synthetic or approved non-production data only
- Do not assume sandbox configuration equals the final agency baseline
- Do not use sandbox results as formal SIT/UAT sign-off
- Separate training questions from functionality questions.

Support, Communications, and Escalation

Use established channels before issues become schedule or readiness failures.

Customer Support Channels

CONNECT.GOV

Monitor project plans, milestone changes, recordings, Q&A, security materials, and training content.

Connect.gov sign-in

Connect.gov Support

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COMMUNICATION CONTROL

Monitor email for October 13 schedule updates, data calls, and deadlines. Preserve questions, decisions, owners, dates, and evidence locations.

Include the IBC GO.gov Customer Success Team on transition communications requiring cross-functional coordination.

The incoming GO.gov PM is to be designated by ePMO. Continue routing customer actions through established IBC channels until a controlled handoff is issued.

Open Floor and Closeout

Questions, risks, dependencies, and customer-specific constraints.

What must be resolved now to protect the November 6 configuration closeout, November 23 connectivity/design gate, and December 11-16 testing and FM gates?

RAISE

Customer-specific constraints, policy conflicts, resource gaps, overdue evidence, or schedule concerns.

ASSIGN

A responsible lead, target date, dependency, support channel, and evidence location.

CLOSE

A confirmed decision, escalation path, approved exception, or documented follow-up commitment.

Thank you

Items Requiring Customer Confirmation or Discussion

Identify conditions requiring disposition before the next schedule-controlled milestone.

CONFIGURATION

Are assigned workbook corrections, the addendum, group/access decisions, and final GO.gov acceptance on track for the November 6 control point?

IDP AND CONNECTIVITY

Will test IdP evidence close by November 10 and SFTP/API connectivity by November 23, with certificates, accounts, folders, PGP/SSH, support, and exceptions controlled?

TRAINING AND TESTING

Is the tester roster ready for November 12; are participation, Jira/ticket handling, scripts, agency scenarios, training owner, and trainer roster assigned?

ESCALATION

What disposition or recovery plan is required for GR-124, GR-130, the IBM mapping workbook, LOA field order, or any item threatening November 23 and December 11-16 gates?